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September 25, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk / Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Blue Granite Water Company Providing Notice Pursuant to S.C. Code Ann.
Regs. 103-714 (Interruption of Service).
Docket No. 2020-126-W

Dear Ms. Boyd:

For the Commission's information, Blue Granite Water Company is filing herewith a report of a water service outage pursuant to S.C. Code Ann. Regs. 103-714(A), which began at approximately 2:00 a.m. on September 23, 2020 in the Lake Wylie community. As of 4:00 p.m. on September 23, 2020, the main break was repaired and service was fully restored.

A copy of this filing is also being provided to the Office of Regulatory Staff.

Kind regards,

Sam Wellborn

SJW:tch

Enclosure

c w/enc: Alexander W. Knowles, Counsel, ORS (via email)
Carri Grube Lybarker, Counsel, SC Dept of Consumer Affairs (via email)
Donald Denton, President (via email)
Dante Destefano, Financial Planning & Analysis Manager (via email)



September 24, 2020

Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

Blue Granite Water Company ("Blue Granite") is providing the following information related to a twelve-inch water main break that occurred at approximately 2:00 a.m. on September 23, 2020, in the Lake Wylie service area. Blue Granite operations staff responded immediately after receiving customer calls of low water pressure and no water in the Lake Wylie community of Mill Creek. As of 4:00 p.m. on September 23, 2020, the main break was repaired and service fully restored.

At 7:00 a.m. on the 23rd, the Regional Director contacted the administrative staff to distribute a My Utility Connect notification to all the impacted customers in the area.¹ The notification included a boil water advisory for the customers until testing of the water indicated no contaminants present. The notifications were posted on the Blue Granite Facebook page at <https://www.facebook.com/BlueGraniteWCo/> and on the Blue Granite website under the Service Alerts tab located in the right upper corner at <https://www.myutility.us/bluegranitewaterco/customer-service/customer-notices>.

The Blue Granite Customer Care Center staff was provided a comprehensive update in order to provide information to Lake Wylie area customers calling for updates or with questions.

The water main break occurred at the intersections of Highway 274, Highway 49, and Highway 55. The 12" PVC water main was laying directly on top of a concrete storm drainage pipe and with traffic and other vibrations, a flat weakened section of the pipe failed.

This break dropped the Lake Wylie water tower as low as 27' during this event. A Boil Water Advisory was sent out to all of the 349 Lake Wylie subdivision.

¹ The My Utility Connect application allows customers to receive notifications via text, phone calls, or emails. Customer are empowered to choose the best method for receiving messages.

Aqua Services was called out to make the repair. Once excavated, Blue Granite found the 12" C900 water main was placed on top of a concrete storm drain. The pressure associated with laying the water main across the storm drain and subsequent vibrations from the road caused the pipe to split roughly 3' at the bottom of the pipe.

Blue Granite and Aqua Services decided to re-pipe this segment above and not touching the storm drain with four 11-degree fittings and a MJ sleeve with ductile Iron pipe to prevent this from happening again. Water Systems, Inc. completed the re-piping on the afternoon of the 23rd. After the repair, water lines on HWY 274 and Polebranch Rd were flushed to remove air from the line.

Ten water samples were collected from our monthly sample list at 55 Marina, 4044 Charlotte HWY, 266 Squirrel Ln, 451 Battery Circle, 324 Inland Cove, 264 Autumn Leaf Ln, 4184 Autumn Cove Dr, 166 Autumn Falls, 1521 Taryn, 548 Nautical Dr. The samples were sent to K&W Lab for TC testing for the boil water advisory rescind.

The test results were received at 3:30 p.m. September 24, 2020, from the laboratory indicating no contaminants were present, and thereafter, a rescind notification was sent to the customers via the My Utility Connect application, posted on Facebook, and our Service Alerts page.

Photos of the main break and repair are below:





Please contact me If you have any questions or need additional information concerning this complaint.

Sincerely,



Deborah S. Clark
Communications and Community Engagement Manager